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City of Pleasanton
Department of Parks
and Community Services



Pleasanton  Senior Center

Volunteer Manual

(Revised March 2011)

Dear Volunteer:

The Pleasanton Senior Center is pleased to welcome you to the volunteer program at the Pleasanton Senior Center. We appreciate your interest and are grateful that you have chosen to share your time and talent with the Center. In whatever capacity you have chosen, it is hoped that you find your experience at the Center fulfilling and gratifying.

This Handbook will assist you to successfully serve as a Center volunteer. It provides basic information about volunteer duties, practices, and opportunities. We believe you'll find the guide helpful.

Again, on behalf of Center staff and participants, we welcome you to our volunteer program.

Cordially,

Pamela Deaton

Pam Deaton
Recreation Supervisor
Pleasanton Senior Center

Raymond Figueroa

Raymond Figueroa
Recreation Coordinator
Pleasanton Senior Center



Woodshop Monitor (cont.)

Qualifications (*Skills, Talents, Experience Needed*):

1. Successful completion of Woodshop Safety Class.
2. Experience with woodshop power tools and equipment.
3. Experience with woodworking tools.

Time Commitment

Minimum - Two (2) days per month; three (3) hours per day, mornings or afternoons.

Position Supervised by: Recreation Coordinator and Lead Woodshop Monitor

Training Involved: Volunteer orientation and Woodshop Monitor training.

Woodshop Monitor

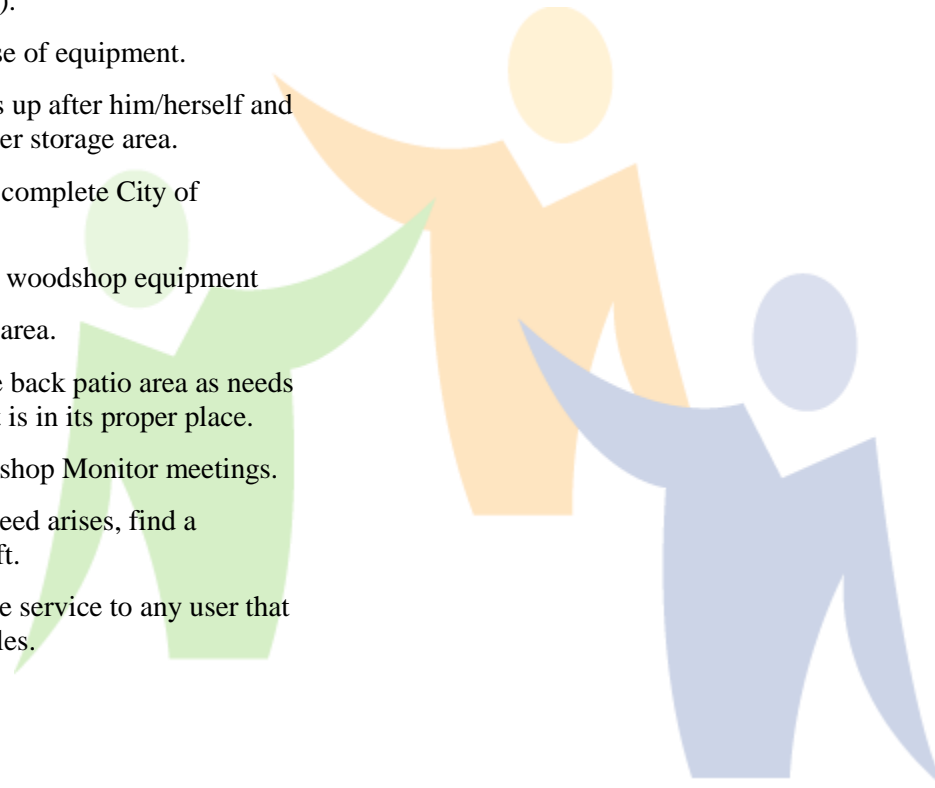
Typical Duties

1. Complete tool tests with new drop-in woodshop participants.
2. Confirm that all users have completed the Woodshop participant waiver form.
3. Confirm that users have read and understood the Woodshop participant rules. A “Waiver, Release and Assumption of Risk” form must be signed and dated by the users and retained in the Woodshop files.
4. Inspect equipment for service needs and issues.
5. Ensure participants’ use of personal safety equipment (*i.e.*, glasses, masks and ear plugs).
6. Monitor participants for proper use of equipment.
7. Check that each participant cleans up after him/herself and replaces all hand tools in the proper storage area.
8. Report any injury or incident and complete City of Pleasanton Injury/Incident report.
9. Report and lock out any damaged woodshop equipment
10. Oversee cleaning of back storage area.
11. Move equipment in and out of the back patio area as needs arise and ensure safety equipment is in its proper place.
12. Attend bi-annual volunteer Woodshop Monitor meetings.
13. Work assigned hours and, if the need arises, find a replacement Monitor to cover shift.
13. Monitor has the authority to refuse service to any user that does not follow the Woodshop rules.

Mission

The mission of the Volunteer Program is to assist staff in helping participants maintain a healthy, satisfying, and independent lifestyle. With the assistance of volunteers, the Center’s ability to meet the needs of the mature adult population is greatly enhanced.

The Center welcomes any volunteer over the age of thirteen (13), and may accommodate volunteers of younger age, with proper adult supervision, for special events and programs.



History

Planning for the Pleasanton Senior Center, located at 5353 Sunol Boulevard, was begun in 1985 with the formation of the Senior Center Task Force comprised of representatives of the Parks and Recreation Commission, the Human Services Commission, the VIP Senior Club and other interested seniors. This group developed the building program, provided considerable input into the design, and participated in the selection of all the interiors. The finished product was a culmination of seven years of dedicated work by volunteers.

The 22,000 square foot building is surrounded by Centennial Community Park, a 6.3-acre park designed to complement the center. The Pleasanton Senior Center features a large multipurpose room able to accommodate over 300 people for sit-down dining, an entry hall designed to encourage social interaction, a wood shop, three classrooms, boutique, kitchen, conference room, Paratransit office, small library and a generously sized outdoor patio, suitable for large group use as well as several small outdoor activity areas.

The Pleasanton Senior Center, under the direction and volunteer efforts of the seniors themselves, is the focal point for all Pleasanton senior services, providing a broad range of activities and programs to enhance the lives of this important segment of the community.

Computer Tutor

Typical Duties

1. Check out keys for computer cabinet from Front Desk Receptionist.
2. Teach seniors basic computer skills and familiarize them with area that might include operating systems, word processing, web navigation and/or e-mail.
3. Shut down computer system and return key to Front Desk Receptionist

Qualifications (Skills, Talents, Experience Needed):

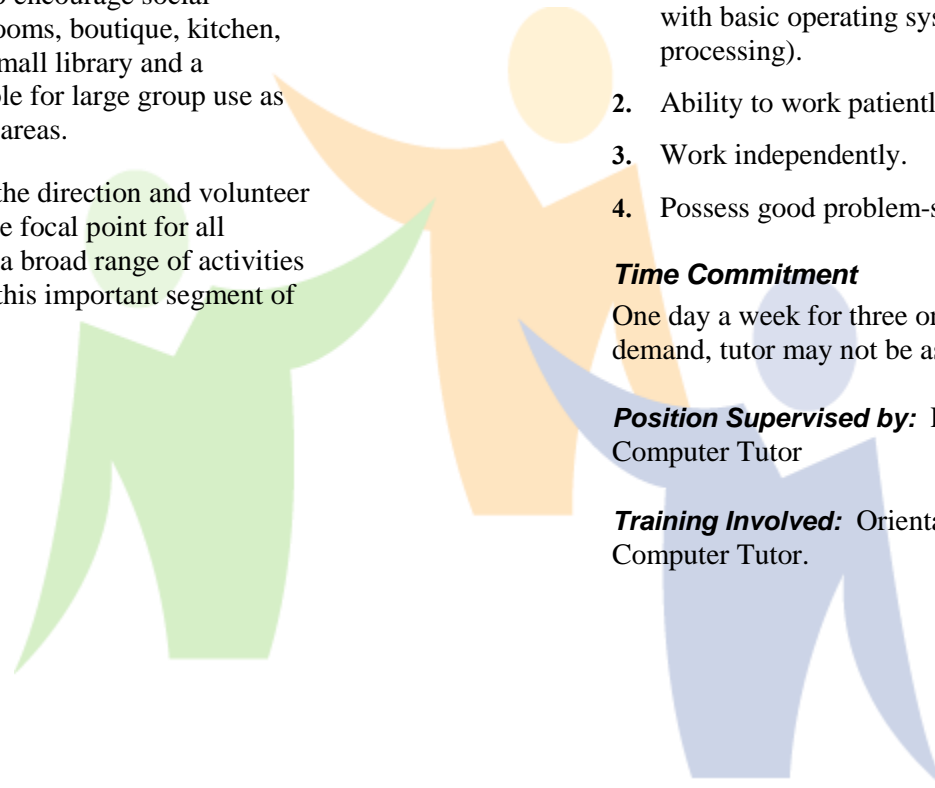
1. Must possess good basic computer skills (i.e. familiarity with basic operating systems, e-mail, web navigation, word processing).
2. Ability to work patiently with seniors.
3. Work independently.
4. Possess good problem-solving skills.

Time Commitment

One day a week for three one-hour sessions (depending on demand, tutor may not be asked to work a full three hour shift).

Position Supervised by: Recreation Coordinator and Lead Computer Tutor

Training Involved: Orientation to computer system by Lead Computer Tutor.



Receptionist

Typical Duties

1. Answer telephones, which includes the Center's central information line. Using computer, will register seniors/clients for various Center services (Legal Assistance, Notary help, Insurance Counseling, Computer Tutoring appts., etc.).
2. Greet the public, answer questions, give directions, provide basic Center information, and assist with filing, including sorting materials and preparing new file folders.
3. Prepare mailing materials.
4. Maintain sign out log for Center's classroom/cupboard keys; create staff/volunteer nametags.

Qualifications (*Skills, Talents, Experience Needed*):

1. Answer questions and provide information.
2. Basic computer skills and good phone etiquette.
3. Greet public in a pleasant and helpful manner.
4. Perform basic clerical tasks (*i.e.*, filing, mailings)

Knowledge of:

1. Basic computer skills and office procedures.
2. Proper telephone etiquette.

Time Commitment: Minimum - one day per week, four hours per day, mornings or afternoons OR on-call position; four hour shift but days will vary.

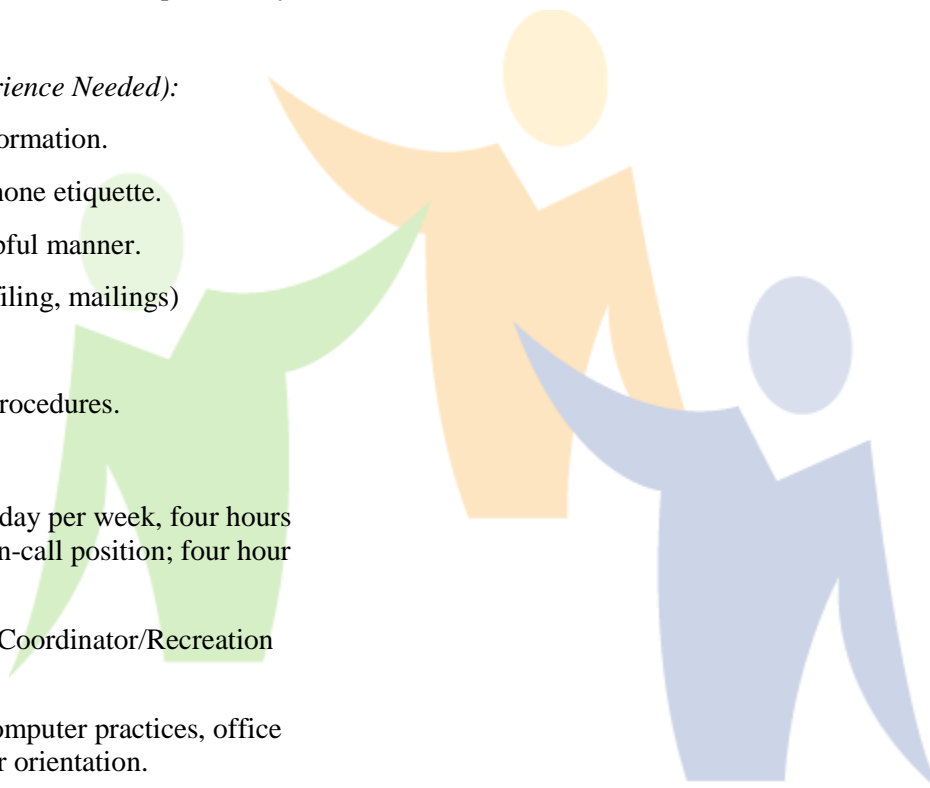
Position Supervised by: Recreation Coordinator/Recreation Leader

Training Involved: Telephone and computer practices, office practices and policies and basic Center orientation.

Recognition

The Center is proud of its volunteers and would be unable to provide quality programs without their time and commitment. Every April, the Senior Center, in association with the Community Services Department, hosts a Volunteer and Community Partners recognition party and awards ceremony.

In addition, we hope that you find service to the community a rewarding experience. Oftentimes, volunteers become more involved in Center activities and come to appreciate the value of enhancing services, making new friendships and being a part of this very vital team.



Getting Started on Your Volunteer Service

Preliminary steps consist of the following:

1. Complete the application form.
2. Interview with Recreation Coordinator to consider your particular interests and review opportunities, expectations, and possible assignments.
3. Complete a Center orientation, consisting of:
 - a. Information about clients special needs.
 - b. Overview of volunteer protocols.
 - c. Specific instructions per job assignment.
 - d. Tour of facility.
4. You will be given a nametag, which should be worn whenever you are on assignment.
5. Volunteers are asked to sign in on the daily attendance sheet and record the number of hours worked (to the nearest ½ hour) at the end of each working day on a personal time card. Volunteer hours are tallied at the end of the calendar year and are published in the annual Volunteer Recognition Event program.

Volunteer Qualifications:

- A real desire to be helpful.
- A sense of responsibility and dependability to be present when you are expected.
- A willingness to accept people as they are.
- A sincere interest in serving older people.
- An ability to establish friendly relationships.
- An ability to listen, and have good judgment, tact, patience, cheerfulness, kindness, and a sense of humor.

Program Aide

Typical Duties

1. Obtain necessary program materials from storage and assist with room set up.
2. Collect program fees and complete necessary report forms.
3. Clean up program area and return materials to storage.
4. Operate equipment, as necessary, to implement program (for example, Bingo caller will have to be familiarized with the Bingo console, computer tutors with Center computer station, etc.).
5. On-site representative to answer questions.
6. Enforce Department policy, practices, and procedures.

Qualifications (Skills, Talents, Experience Needed):

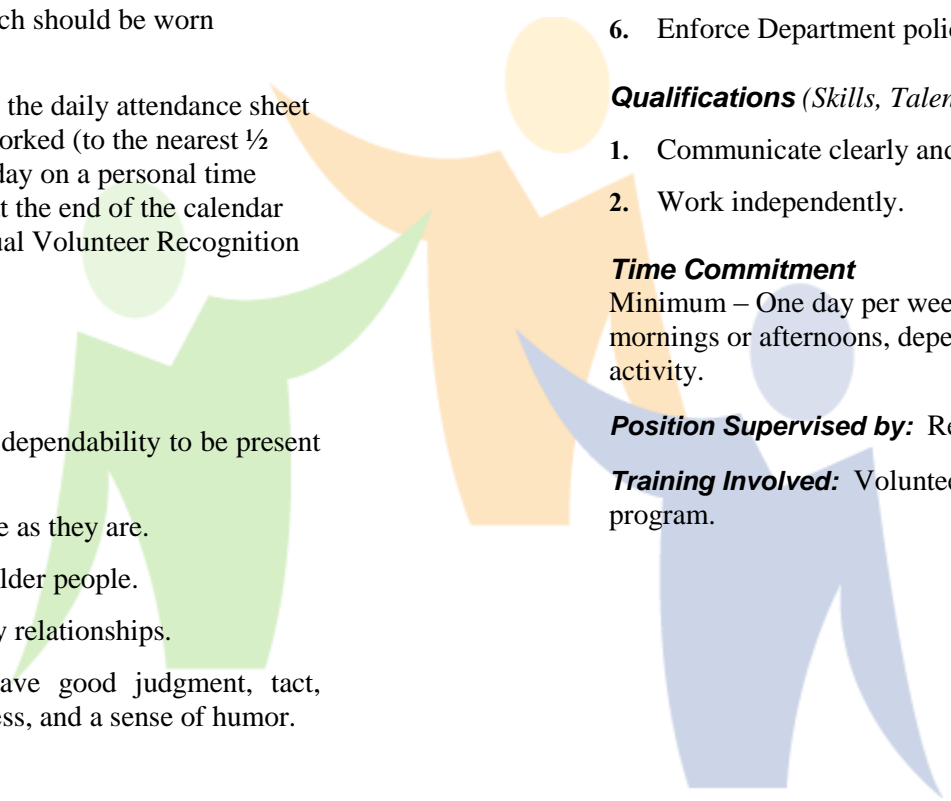
1. Communicate clearly and effectively.
2. Work independently.

Time Commitment

Minimum – One day per week; two to four hours per day, mornings or afternoons, depending on length of program or activity.

Position Supervised by: Recreation Coordinator

Training Involved: Volunteer orientation and practices of program.



Greeter

Typical Duties

1. Be on-site Center representative of Senior Center to assist participants during regular programs or special events.
2. Greet the public, answer questions and provide Center information.
3. Conduct tours of Center facilities.
4. May assist with occasional clerical duties.
5. May assist with program area clean up.
6. Enforce Department policy, practices, and procedures.

Qualifications *(Skills, Talents, Experience Needed):*

1. Communicate clearly and effectively with all users.
2. Work independently.

Time Commitment

Minimum - One day per week; three hours per day, mornings or afternoons.

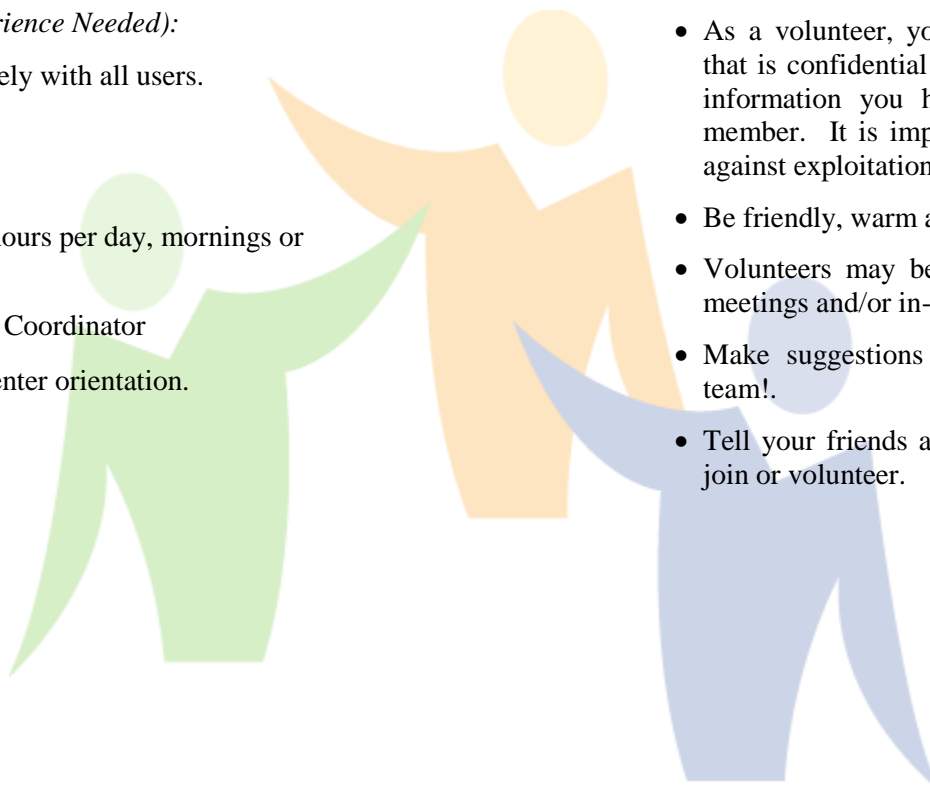
Position Supervised by: Recreation Coordinator

Training Involved: Volunteer and Center orientation.

Tips on Being a Successful Volunteer

For a successful experience, the following points should be carefully considered:

- Enthusiasm is very important! It's great to have a positive attitude.
- Recognize the importance of each individual. Take time to talk to others. Make every effort to be fair and not play favorites.
- Set a good example. Others may be influenced by your attitude and behavior.
- Help create an environment of support, understanding and dignity.
- As a volunteer, you may be privileged to information that is confidential in nature. If you are uncertain about information you have heard, please refer to a staff member. It is important that participants are protected against exploitation and undue embarrassment.
- Be friendly, warm and courteous to everyone.
- Volunteers may be asked to attend periodic volunteer meetings and/or in-service training periods.
- Make suggestions - you're an important part of the team!.
- Tell your friends about the Center and encourage them join or volunteer.



Accident Procedures — Volunteers:

If you are injured while on duty, immediately report the accident to the Supervisor.

Minor Non-Urgent Injuries (*i.e.*, minor sprains, strains, repetitive motion injuries): Treatment can be scheduled during clinic hours.

Valley Care Occupational Health Services
5698 Stoneridge Drive
Pleasanton, CA 94588
(510) 416-3562
Monday through Friday
8:00 a.m. to 5:00 p.m.

Acute Urgent Injuries (*i.e.*, lacerations, severe back strain, head injury) should go directly to:

Emergency Department
Valley Care Medical Center
5555 W. Las Positas Blvd.
Pleasanton, CA 94588
(510) 416-3418

Emergency Department
Valley Memorial Hospital
1111 E. Stanley Blvd.
Livermore, CA 94550
(510) 373-4018

When seeking medical attention, be sure to inform the medical provider that it is an industrial injury.

In the event of an injury or need for medical attention, staff will complete an accident form. If necessary, a family member or guardian will be contacted.

Data Entry Clerk

Typical Duties

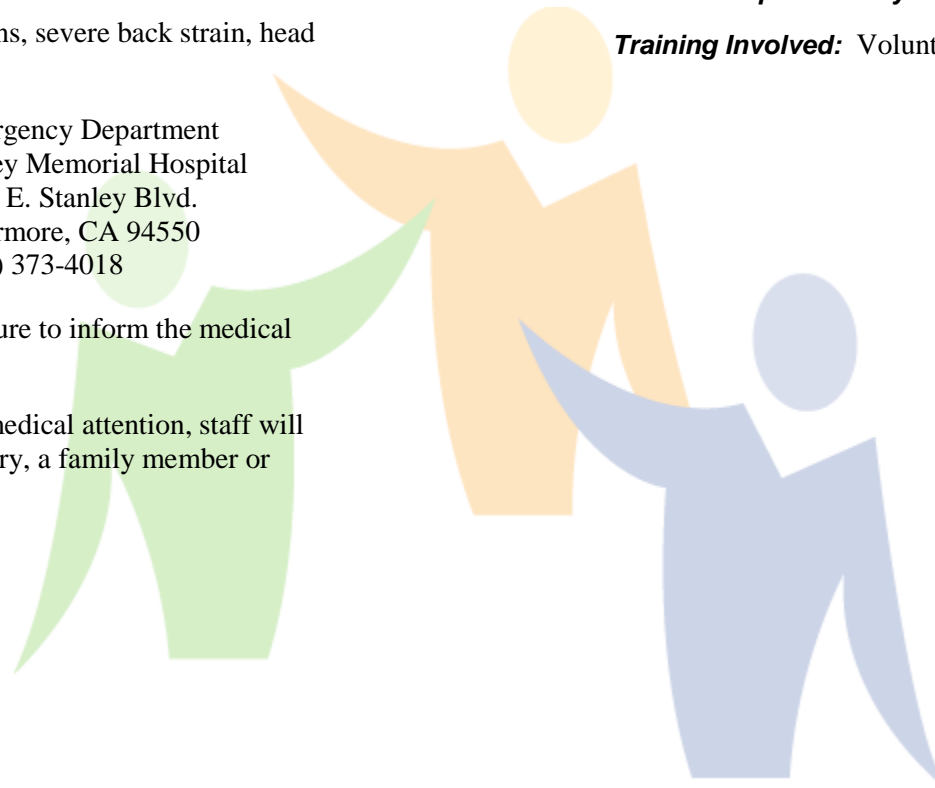
1. Input data, create and or update Center documents, or other assigned clerical duties.
2. Answer phones.

Qualifications (*Skills, Talents, Experience Needed*):

1. Basic computer operations.
2. Work independently.
3. Accurate data input.

Position Supervised by: Recreation Coordinator

Training Involved: Volunteer orientation and office practices.



Boutique Clerk

Typical Duties

1. Collect money.
2. Open and close boutique.
3. Dust shelves.
4. Assist with setting up displays.
5. Complete daily cash report.
6. Maintain accurate sales records.
7. Greet customers.
8. Answer phone.
9. Operate a variety of office equipment, i.e., cash register, adding machine and typewriter.

Qualifications (Skills, Talents, Experience Needed):

1. Money handling experience.
2. Greet public in a pleasant and helpful manner.
3. Operate standard office equipment.

Time Commitment

Minimum – One day per week; three hours per day.

Position Supervised by: Peddler Shoppe Manager and Recreation Coordinator.

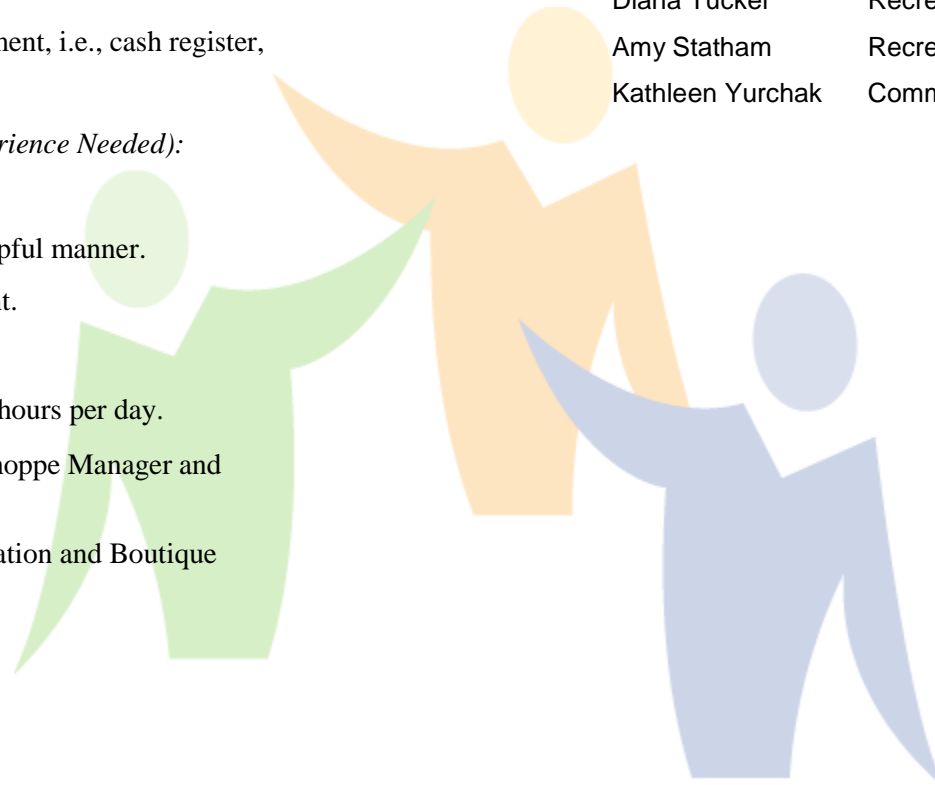
Training Involved: Volunteer orientation and Boutique procedures.

Telephone Numbers — Office and Support Services

(Using Senior Center system, dial last four numbers.)

Department of Parks and Community Services – 931-5340;
located at 200 Bernal Avenue.

Staff	Title	Phone Number
Front Desk	Receptionist	931-5365
Debbie Peterson	Office Assistant	931-5368
Julie Parkinson	Office Assistant	931-5368
Pam Deaton	Recreation Supervisor	931-5367
Raymond Figueroa	Recreation Coordinator	931-5366
Diana Tucker	Recreation Leader	931-5372
Amy Statham	Recreation Leader	931-5369
Kathleen Yurchak	Community Services Manager	931-5346



Guidelines for Volunteers

- The Recreation Coordinator, or a designated representative, supervises volunteers and addresses problems and questions relating to volunteers. If serious conflict occurs, the Recreation Coordinator has the authority to release/terminate a volunteer.
 - Safety of patrons in and about the Senior Center is a primary concern of all the staff and volunteer members. Every effort should be made to see that each patron has a healthful, enjoyable experience while at the facility.
 - Although you are not an employee of the Pleasanton Senior Center, many people count on you to carry out the duties you have agreed to perform. If you are unable to keep your volunteer schedule or might be late, please contact the Center at 931-5365 as soon as possible. If you are planning a vacation or need time off from your scheduled shift, please notify the Recreation Coordinator so that arrangements can be made to cover your assignment. One (1) week notice is sufficient.
 - There is no dress code or uniform, but it is suggested that you dress nicely, appropriately and comfortably for your duties.
 - Unless prearranged with supervisory staff, volunteers may not use radios or CD players, or play computer games while on duty. There should be no activities that would convey an unprofessional environment.
 - Volunteers must enforce all Senior Center rules to the best of their ability and must themselves obey all rules.
 - Lost and found articles, other than clothing, must be turned over to staff. Clothing should be placed in the lost and found container under the front counter. Lost and found articles are never to be sold.
 - Reporting for work after consuming liquor or drugs, or consuming liquor or drugs during work will cause immediate dismissal.
 - No smoking while on duty.
 - Volunteers are asked to complete timecards at the conclusion of each day. Time sheets are kept in a record book at the Senior Center. Hours are to be placed in the appropriate column to the nearest ½ hour.
 - As a representative of the City of Pleasanton, volunteers, while on duty, cannot campaign for, or endorse a political candidate or cause, including the wearing of political t-shirts, hats, buttons, badges, pins, stickers, etc. Any violation of this policy will result in dismissal.
 - Transportation to and from work is the responsibility of the volunteer. Paratransit is available to Seniors age 60 and older. It is your responsibility to register and make reservations.
 - Timecards are collected on the final day of each month and are tabulated for Center, community service, or assigned court hour purposes. Volunteer hours are also tallied at the end of the calendar year and are published in the annual Volunteer Recognition Event program.
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